

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	8239416
<b>Application Number:</b>	10735470
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	4313
<b>Title of Invention:</b>	Method and apparatus for providing integrated customer care and work-flow management
<b>First Named Inventor/Applicant Name:</b>	Anand R. Kumar
<b>Customer Number:</b>	27128
<b>Filer:</b>	Mark E. Stallion/Jennifer Birmingham
<b>Filer Authorized By:</b>	Mark E. Stallion
<b>Attorney Docket Number:</b>	717841.4
<b>Receipt Date:</b>	17-AUG-2010
<b>Filing Date:</b>	12-DEC-2003
<b>Time Stamp:</b>	21:54:42
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$620
RAM confirmation Number	6025
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		amendmenta.PDF	668836 a1e7ab578ba1f9db6167a2a2f1180759d6ac	yes	19
<b>Multipart Description/PDF files in .zip description</b>					
	<b>Document Description</b>		<b>Start</b>		<b>End</b>
	Amendment/Req. Reconsideration-After Non-Final Reject		1		1
	Specification		2		2
	Claims		3		8
	Applicant Arguments/Remarks Made in an Amendment		9		11
	Petition for review by the Office of Petitions.		12		18
	Assignee showing of ownership per 37 CFR 3.73(b).		19		19
<b>Warnings:</b>					
<b>Information:</b>					
2	Oath or Declaration filed	declaration.PDF	1416874 a30c4a54470bb14de47ea6809cc102108135c08be	no	21
<b>Warnings:</b>					
<b>Information:</b>					
3	Fee Worksheet (PTO-875)	fee-info.pdf	32031 ebbee196a6267f336da9f116c16238f052e177c3e	no	2
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>			2117741		

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.